

***State of Washington
Department of Transportation
Notice to Consultants
On-Call WSF Mystery Passenger Program***

Washington State Department of Transportation (WSDOT) solicits interest from consultants interested in submitting a Statement of Qualifications to provide On-Call Mystery Passenger Program for Washington State Ferries (WSF.) WSDOT may award one (1) agreement up to approximately \$500,000. The agreement will be for approximately two (2) years in duration.

Project Descriptions

The WSF Operations and Training Office has determined the need to define, develop, and implement an employee customer service Mystery Passenger Program. This would be a new program to WSF and will be developed by WSF and the selected consulting firm. A measurable performance of increased customer service shall be a reduction of customer complaints; increased ridership based on satisfaction of the customer service experience, and improved Seller performance. To further promote customer service, the program should be designed to monitor employee customer service interaction with the public and develop accountability standards.

The proposed Mystery Passenger Program would have the selected firm work with the WSF Operations Department, the WSF Training Office, and other departments as needed to define, develop and implement a WSF Mystery Passenger Program. The main components of the WSF Mystery Passenger Program are as described below.

The selected firm would work with pertinent WSF departments to develop a form or alter an existing format submitted by the consultant, that would be utilized by the Mystery Passengers. The form should have identified areas, which would be useful improving the customer service experience at WSF. Some of these areas may include, but not limited to:

- Time of day and traffic volume
- Uniform/ID badge compliance
- Description of employee
- Interaction between employee and customer;
- Professional image;
- Employee courtesy;
- Accurate information given to customer;
- Proper change, fare type & receipt;
- Cash drawer closed at completion of transaction
- Proper traffic directions given;
- Terminal Sweeps
- Terminal staff presence between vessels
- Car deck patrols
- Cabin patrols

- Cleanliness of terminals/vessels/public spaces/vendor spaces
- Other areas to be determined; and
- The developed form should have a scoring system that would rate a employee-customer service performance in a given circumstance.

WSF operations include ten ferry routes, with twenty terminals, served by twenty-four vessels, of which twenty two carry both vehicles and passengers and two carry passengers only. The routes operate from Point Defiance in the south to the Anacortes route in the north. WSF employs a total workforce of nearly 1800, a figure which includes approximately 350 supervisory and non-supervisory terminal personnel, 700 licensed and unlicensed vessel crew, and 390 licensed and unlicensed engine room employees.

If the pilot program proves successful, WSDOT reserves the right to extend the agreement for an addition two (2) or three (3) year period.

Evaluation Criteria

Pursuant to state and federal regulations, a qualifications-based selection process will be used to select a consultant for this project. The following information and criteria will be used to evaluate and rank responses:

1. Qualifications/Expertise of Firms on Team;
2. Qualifications of Proposed Project Manager(s);
3. Key Team Members Qualifications (Prime and Subs);
4. Firm's Project Management System (Prime Only)
5. References/Past Performances (Prime Only); and
6. Cost Factors (Prime Only.)

The link to the definitions and point value for each of the proposed criteria may be found on the first page of this advertisement web site.

NOTE: It is imperative that the consultant reviews the definitions of the scoring criteria. We have included requirements and/or limitations for the information that is being requested.

Submittal Process

Consultants are invited to submit their Statement of Qualifications at their own cost. WSDOT assumes no obligation of any kind for expenses incurred by any respondent to this solicitation. The submittal is limited to a total maximum number of twenty-five (25) sheets submitted only on single sided (single sided meaning one side only of a single sheet of paper) typed 8.5" x 11" paper (if charts and/or graphs are utilized text must be a readable size font), and with type size no smaller than 12 point.

Your Statement of Qualifications must be broken into two (2) separate packets. Your Statement of Qualifications "Packet A" must consist of:

- Your responses to scoring Criteria 1 through 4.

Your Statement of Qualifications “Packet B” must consist of:

- Your letter of transmittal;
- Your response to scoring criteria 5 and 6; and
- Your Submittal Information forms for both the Prime Consultant and all proposed Sub-Consultants.

The page limitation does not apply to the front and back covers of “Packet A” and all of “Packet B.”

The Statement of Qualifications shall meet the following requirements or will be deemed non-responsive and will not be eligible for consideration of this work:

- Title of the Request for Qualifications, and your firm clearly identified on the cover of the submittal Packets “A” and “B”, and the letter of transmittal;
- Statement of Qualifications broken into “Packet A” and “Packet B” as indicated above;
- Responsive to all evaluation criteria;
- Meeting page limitations and font size requirements; and
- Meeting submittal deadline submission date.

Materials submitted in response to this competitive procurement shall become the property of WSDOT and will not be returned. All submittals received will remain confidential until WSDOT and the successful Consultants sign the agreements resulting from this advertisement. All submittals are deemed public records as defined in the RCW 42.17.250 to 42.250.340.

Faxed or e-mailed submittals will not be accepted. Four (4) copies of your “Packet A” and one (1) copy of “Packet B”, whether mailed or hand-delivered, must arrive at the following address no later than 5:00 pm on Wednesday, September 22, 2004:

Mr. Michael B. Rice
Director, Consultant Services
Washington State Department of Transportation
Capital View II Building, 2nd Floor
724 Quince Street SE
Olympia, WA 98504-7323

Note: Please be aware that if you mail your submittal utilizing the United States Postal Service (USPS), an additional two (2) working days will be added to the delivery time due to the fact that all State Agency mail must go through an internal Campus Mail system first before it reaches its final destination. Submittals mailed via USPS, including next day deliveries, must account for this added delivery time in order for the submittal to reach the Consultant Services office by the due date and time.

Any questions regarding the submittal process should be directed to the Consultant Services Office at 360-705-7147.

Any questions concerning the technical aspects of the project should be directed to Mr. Daryl Motes, Washington State Ferries Terminal Training Coordinator at 206-515-3974.

The department has an overall Disadvantaged Business Enterprise (DBE) Goal. The DBE goal for participation will be obtained through a combination race-neutral/race-conscience means as outlined in WSDOT's "Disadvantaged Business Enterprise Program Plan." The department encourages disadvantaged, minority, and women-owned consultant firms to respond.

Persons with disabilities may request this information be prepared and supplied in alternate formats by calling collect 206-389-2839. Persons with hearing impairments may call 1-800-833-6388 (Washington State Telecommunications Relay Service) and ask for 206-515-3683.

Dates of publication in the Seattle Daily Journal of Commerce: Wednesday, August 25, 2004 and Wednesday, September 1, 2004.

Submittal Due Date: Wednesday, September 22, 2004.